



# **PURCHASING CARD PROGRAM**

**Annual Training  
City of San Antonio**

Last Updated 08/20/2021





# TRAINING OVERVIEW

- Program Objective
- Program Participants
- General Guidelines
- Restricted Purchases
- Cardholder Responsibilities
- Reconciler Responsibilities
- Approver Responsibilities
- Online Experience





## PROGRAM OBJECTIVE

- A Purchasing Card (P-Card):
  - is a MasterCard designed to simplify a more efficient cost effective method of purchasing and paying for small dollar transactions.
  - reduces many small purchases that are currently made by purchase order or petty cash.
  - works anywhere MasterCard is accepted.
- Spending and transaction controls are tailored to each Department's needs.



## **PROGRAM OBJECTIVE**

The P-Card program is not intended to circumvent existing City of San Antonio purchasing policies and guidelines. Purchase orders will still be required for certain purchases.

See AD 1.6 and AD 8.3



# PROGRAM PARTICIPANTS

## Cardholder:

- An Employee approved by the Department Head/Site Administrator to use a P-Card to execute purchase transactions on behalf of the City of San Antonio.





## PROGRAM PARTICIPANTS

### Reconciler:

- An Employee approved by their Department Head/Site Administrator
- Does not have an actual P-Card
- Designated to act on behalf of one or more cardholders for the purpose of reviewing and managing P-Card transactions as displayed in the online banking system





# PROGRAM PARTICIPANTS

## Approver:

- Designated by the Department Fiscal Administrator
- Oversees Cardholders
- Reviews and approves transactions



## Each Transaction must be:

- ✓ a legitimate business expense
- ✓ within the approved limit
- ✓ classified to the appropriate financial category



# PROGRAM PARTICIPANTS

## Site Administrator:

- Department Fiscal Administrator (DFA) or Fiscal Designee
- Oversees Approvers and Cardholders
- Approves new card requests
- Recommends purchase limits
- Final approval of transactions on P-Card transaction log
- Liaison between Cardholders and Program Administrator



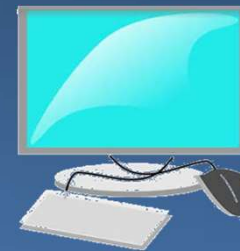




## Quiz Time

### TRUE OR FALSE

A reconciler can make online internet purchases using one of his/her cardholder's P-Cards.



**FALSE**

Reconcilers only review a cardholder's transactions and make updates in the system.



## Quiz Time

What are three things that an approver looks for when reviewing monthly transaction statements?



1. Legitimate business expense
2. Within the approved limit
3. Classified to the appropriate financial category



## Quiz Time

### TRUE OR FALSE

The Department Site Administrator has final approval of transactions on the P-Card.



**TRUE**

Site Administrators are responsible to help ensure that all transactions are appropriate and reasonable business expenses.



# PROGRAM PARTICIPANTS

## Program Administrator:

An employee from Fiscal who coordinates the Purchasing Card program for the City of San Antonio. This person is responsible and accountable for the administration of the program.

- P-Card applications
- Cardholder information maintenance
- Policy and procedure review





## PROGRAM ADMINISTRATORS:

Name: Amanda Lopez, Fiscal Analyst  
Josue Sanchez, Fiscal Analyst

Location: 100 W. Houston Street  
San Antonio, TX 78205

Phone: 210-207-5884 (Amanda)  
210-207-7847 (Josue)

Fax: 210-207-7270

Email: [PCard](#) --- (as displayed in Outlook)  
PCard@sanantonio.gov

Issuing Bank: Wells Fargo



## GENERAL GUIDELINES

- The P-Card is issued in your name with a unique number.
- The use of the P-Card is restricted to the person whose name is embossed on the card.
- The P-Card is a corporate credit card that must only be used to make authorized purchases within the established policies and procedures.
- The P-Card is NOT for personal use.





## GENERAL GUIDELINES

- LIMITS: Each P-Card has established limits based on departmental needs:
  - Single Transaction Limit (\$200 - \$3,000)
  - Monthly Cumulative Limit (\$500 - \$10,000)
- TRANSACTION LOG: Each cardholder must maintain a transaction log that:
  - Shows all purchases
  - Is reconciled regularly
  - Is submitted to Site Administrator monthly

*Note: Charges for an item MUST NOT BE SPLIT into separate payments to get around the assigned transaction limits.*



## GENERAL GUIDELINES

- SALES AND USE TAX: The City is **EXEMPT** from Texas Sales and Use Tax.
- REBATES AND PROMOTIONAL ITEMS: Any **rebates** or **promotional items** received by the cardholder belong to the City of San Antonio and may not be kept for personal use.
- RETURNS: All returns or refunds must be credited back to the P-Card. Under no circumstances may a cardholder accept cash or gift cards in lieu of credit return.

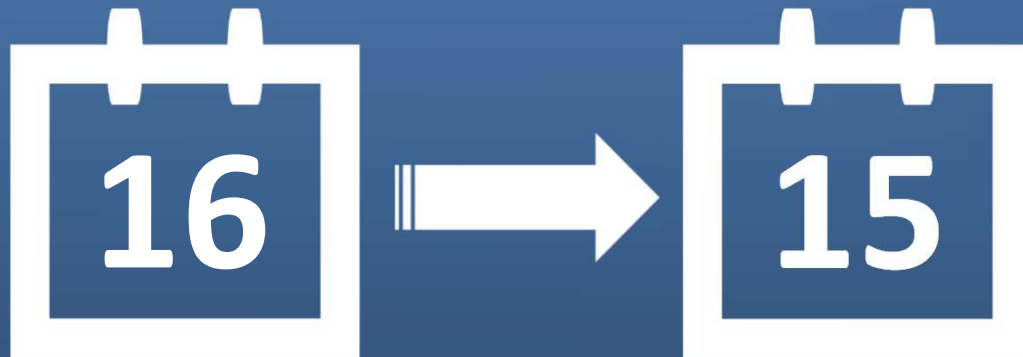




## GENERAL GUIDELINES

P-CARD STATEMENT CYCLE:

The statement cycle runs from the **16th** of the month to the **15th** of the following month.





## Quiz Time

What is the maximum single transaction limit the P-Card Program will allow for any particular card?



**\$3,000**

Anything over \$3,000 is considered a biddable item.

See AD 1.6.



## Quiz Time

Can a vendor split a transaction in order to avoid a transaction limit decline?



**NO**



But beware, they might do it without your consent.



# RESTRICTED PURCHASES

## MERCHANT CATEGORY CODES (MCC)

- Vendors choose MCC with the credit card companies.
- City restricts certain codes that pertain to Restricted Purchases list.
- P-Card will be declined if a vendor has a restricted MCC.





# RESTRICTED PURCHASES

- The P-Card must NOT be used for the following:
  - Personal and Private Use
  - Goods and Services on Annual Contract (unless contractor is unable to meet delivery requirements)
  - Capital Equipment
  - Office Supplies, Postage, Printing
  - Computer Equipment and Software
  - Furniture & Fixtures
  - Entertainment Providers
  - Fuel and Oil
  - Automobile and Truck Dealers
  - Utilities Services
  - Financial Institution Providers
  - Personal Care Services
  - Professional Services
  - Gift Certificates / Gift Cards



*See AD 1.6 and AD 8.3*



# CARDHOLDER RESPONSIBILITIES

- KEEP YOUR CARD SAFE
  - You are responsible for safeguarding your card.
  - You are responsible for all charges and must sign off on all transactions.
- KNOW YOUR LIMITS
  - Single Transaction Limit
  - Monthly Cumulative Limit





# CARDHOLDER RESPONSIBILITIES

- PLAN AHEAD
  - Secure a Sales Tax-Exempt form from your DFA before making a purchase.
  - Research the item to ensure it is not on contract.
  - If an item IS on contract, make sure the delivery requirement cannot be met before making the purchase (and document).





# CARDHOLDER RESPONSIBILITIES

- RECORDKEEPING
  - ***KEEP ALL RECEIPTS, INVOICES, AND BILLS OF LADING.***
  - Transaction log: log all transactions, even if receipt is lost.
  - Keep documentation approving the purchase, including emails with justification for exceptions.





# CARDHOLDER RESPONSIBILITIES

- FOUR TYPICAL TYPES OF TRANSACTIONS
  - Over the Counter
  - Internet Purchase
  - Telephone Order
  - Mail Order
- DOCUMENTATION REQUIRED FOR EVERY TRANSACTION
  - Name of Vendor
  - Date of Purchase
  - Itemized list including purchase price(s) and total
  - Proof that the P-Card was used to make the purchase



# DOCUMENTATION EXAMPLE:

10% RESTOCKING FEE IF DROP SLIP NOT  
PRESENT AFTER AUGUST 31ST 2012  
CASH REFUNDS ON CHECK PURCHASES  
CANNOT BE GIVEN WITHIN 7 DAYS OF  
PURCHASE  
RECEIPT REQUIRED FOR REFUND, LAST  
DAY FOR FALL REFUNDS IS 9-7-2012  
WITH RECEIPT

Sale  
Receipt: NR0798109-10 001 002  
Cashier: erikj 12/04/12 15:31

Discount	Sale
4 2" BOOK RINGS 3/CD 10255640 LED 65020 401012 N#	\$4.40
1 NVR, SHARPIE, RT, FINE 11740407 SAN 36701 402005 N#	\$2.13
1 NVR, SHARPIE, FINE, MET-SLV 11482387 SAN 39013 402005 N#	\$1.28
3 GREEN OATH SHIRT PROTECT 25 P 12684052 30237-6 494014 N#	\$7.65
Subtotal:	\$15.46
Tax:	\$0.00
Total:	\$15.46
Tender:	
MASTER CARD	\$15.46
Acct: XXXXXXXXXXXXXXX4491	
Exp: XXXX	
Auth Cd: 045544	
Change Due:	\$0.00
Customer Savings:	\$2.70
Nevada Wolf Shop 87 West Stadium Way Reno, NV 89557 775-784-6597	

\*NR0798109-10\*

## Receipt Showing:

- ✓ Name of vendor
- ✓ Date of purchase
- ✓ Itemized list with prices and total
- ✓ Proof that the P-Card was used to make the purchase

Date of purchase

Itemized list with prices and total

Proof P-Card was used

Name of vendor

Email authorizing purchase





## CARDHOLDER RESPONSIBILITIES

- LOST RECEIPT
  - Contact the vendor to obtain a copy
  - If vendor cannot provide a copy:
    - Make a note on transaction log
    - Include memorandum stating reason for not obtaining receipt and efforts made to obtain receipt
    - Obtain signature of manager/site administrator





# CARDHOLDER RESPONSIBILITIES

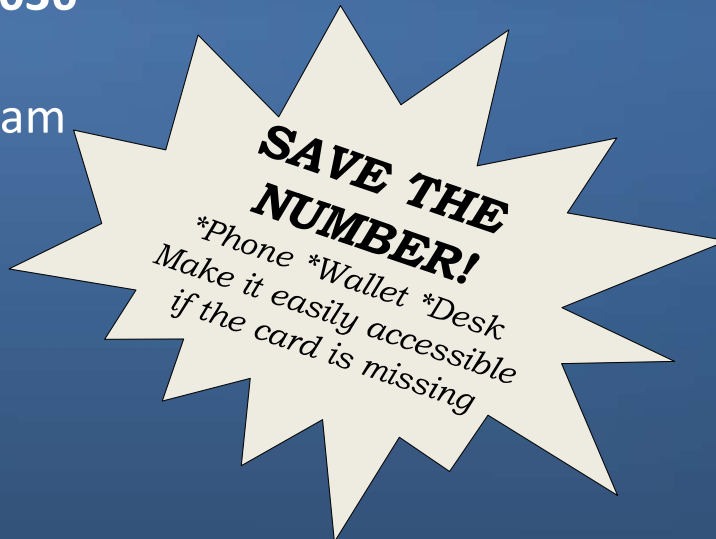
- PROBLEM RESOLUTION
  - Contact the vendor first
  - If unable to resolve issue:
    - Complete a dispute form in online banking system. You have 60 days from the posting date to dispute a transaction.
    - Notify your Site Administrator and Program Administrator
    - Wells Fargo will notify Program Administrator of resolution





# CARDHOLDER RESPONSIBILITIES

- LOST CARD
  - Call the bank immediately  
Contact Wells Fargo  
24 hours a day, 7 days a week  
**1-800-932-0036**
  - Contact your Site Administrator and Program Administrator
  - Closely monitor transactions for fraud





## Quiz Time

When should the P-Card be used for fuel?



**NEVER**





## Quiz Time

### TRUE OR FALSE

A cardholder may purchase goods and services for more than \$3,000 if the Department Fiscal Administrator has given approval.



**FALSE**

Anything above the max limits must have the Finance Director's approval.



## RECONCILER RESPONSIBILITIES

- Reviews transactions
- Verifies documentation
- Reclassifies financial categories
- Creates, maintains, and submits transaction log to Site Administrator







## APPROVER RESPONSIBILITIES

- Reviews and approves P-Card packet
- Ensures all necessary backup documentation is included and correct
- Reviews transactions:
  - Legitimate business expense
  - Within approved limits
  - Classified to appropriate financial category
- Approves statement in online banking system





## IN REVIEW

- CAUSES OF CARD DECLINES:
  - Single Transaction Limit
  - Monthly Cumulative Limit
  - Restricted Merchant Category Code
  - Invalid Expiration Date



**Card Declined?  
Call the bank!**

**DENIED**



## IN REVIEW

- P-Card is in your name and should only be used by YOU.
- P-Card should only be used for goods and services not on the restricted list. Refer to AD 1.6 and AD 8.3.
- Remember your transaction and monthly limits.
- Keep all receipts and have proper documentation.



# P-CARD ACTIVATION

CALL THE NUMBER BELOW

**YOU WILL NEED YOUR UNIQUE ID  
to activate this card.  
To activate, please call  
1-866-762-9121**

Your Unique ID is your SAP #

Use the last 4 of your SAP # to activate card

The automated system will then prompt you to set  
up a unique PIN

*Please note: You will use all six digits of your SAP # for the following:*

- *During initial set-up to access the online system*
- *To identify yourself when calling 24/7 Customer Service*



# ONLINE EXPERIENCE

## Commercial Card Expense Reporting (CCER)

Source of subsequent data: Wells Fargo

**WELLS  
FARGO**



## **ONLINE SYSTEM - CCER**

Cardholders and reconcilers can:

- Review/reclassify transactions
- Enter a business description for all transactions
- Email, fax, or upload receipts via desktop or CEO mobile

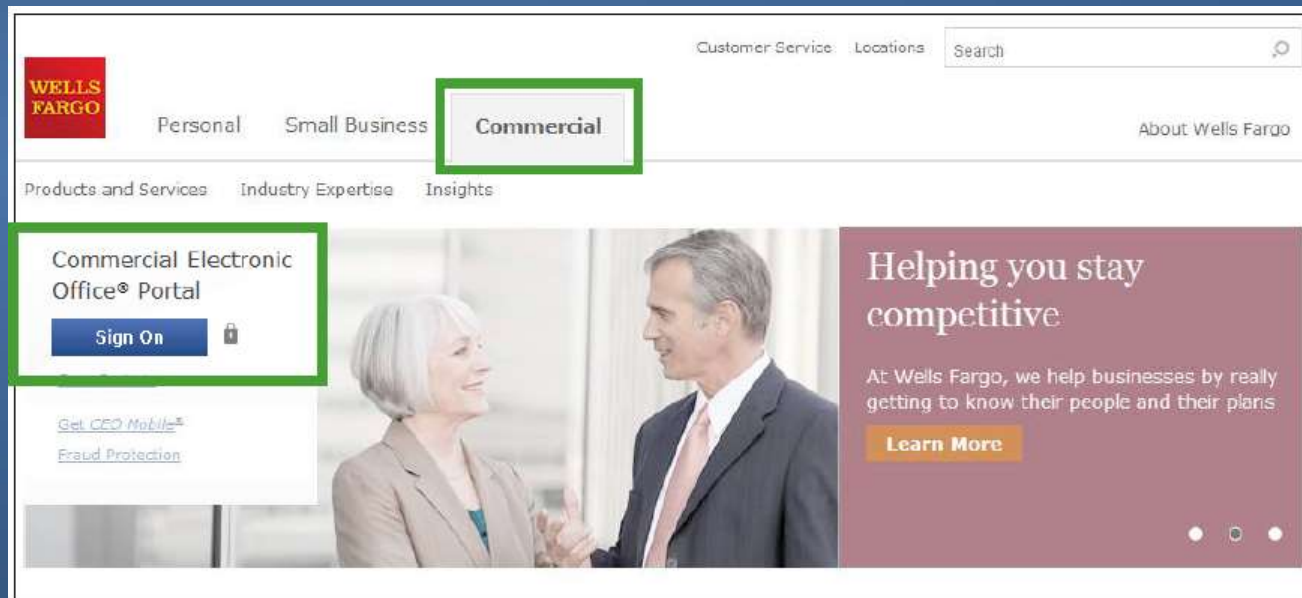
Approvers can:

- Review/approve cardholder statements
- View receipts and statement summary reports



# LOG INTO COMMERCIAL ELECTRONIC OFFICE (CEO)

Wells Fargo homepage: wells Fargo.com





# CEO SIGN ON

Simply enter your:

- Company ID
  - Cityo205
- User ID
  - Unique to User
- Password
  - Unique to User

*Bookmark this page for future access!*

A screenshot of the 'Commercial Electronic Office' sign-on page. The page has a white background with a blue header bar containing the text 'Commercial Electronic Office®'. Below the header, the title 'Sign On' is displayed. There are three input fields: 'Company ID', 'User ID', and 'Password'. Below these fields is a blue 'Sign On' button. At the bottom of the form, there are links for 'Forgot Password?', 'Password Reset Tutorial', 'Sign on Help', 'System Requirements', and 'Fraud Prevention'.





# FIRST TIME SIGN ON

- Change your temporary password
- Answer two “secret questions”
- Read and accept the CEO Terms of Use Agreement
- Create a user profile
  - Name, Title
  - Telephone Number
  - Email Address... use your work email!

## Password Requirements

### Must Contain:

- ✓ 8 to 14 characters
- ✓ At least one letter
- ✓ At least one number
- ✓ At least one of the following special characters: ! @ # \$ % & \* ( )

### Cannot Contain:

- Your first or last name, company name, company ID, user ID
- Your previous six passwords
- Names of months (ex. march123)
- Three or more repeating characters (ex. XYZ000)



# MANAGE STATEMENTS

**WELLS FARGO** Commercial Card Expense Reporting

Role: Cardholder

**Charges — Manage Charges**

▼ Manage Statements

Review Open Statements

[View Cycle-to-Date](#)

[View Previous Statements](#)

[View Historical Images](#)

► Reports

► User Information

To filter items, select from the **Charge Type** drop-down menu. Sel

★ Required Field View Details

**Cardholder Summary**

Cardholder Name:	ALEJANDRO, ALEXANDER
Card Number:	xxxx-xxxx-xxxx-0442
Status:	Approved
Charges:	395.67 USD
Out-of-pocket:	0.00 USD
Total Amount:	395.67 USD

- Review open statements *(default screen for cardholders)*
- View Cycle-to-Date *(charges appear on your statement as they post in the system)*
- View Previous Statements *(13 months of history)*
- View Historical Images



# DEADLINES

- All statements close on the 15<sup>th</sup> of each month
- Cardholders (or reconcilers) have 8 days to review transactions in CEO (4 days + 4 days grace period)
- Approvers have 7 days to approve transactions

## Cardholder Summary

Cardholder Name:	<b>BROZOVIC, MICHAEL</b>	Start Date:	<b>07/18/2014</b>
Card Number:	<b>xxxx-xxxx-xxxx-9949</b>	End Date:	<b>08/15/2014</b>
Status:	<b>Cardholder Reviewed</b>	Reminder Period:	<b>08/16/2014</b> through <b>08/19/2014</b>
Charges:	<b>5,326.57 USD</b>	Grace Period:	<b>08/20/2014</b> through <b>08/23/2014</b>
Out-of-pocket:	<b>0.00 USD</b>		
Total Amount:	<b>5,326.57 USD</b>		



## Quiz Time

### TRUE OR FALSE

I need to provide my name, business phone number, and business email address

**TRUE**

This contact information is important to provide Wells Fargo so they can contact the cardholder directly if they suspect a fraudulent charge.<sup>1</sup>





## Quiz Time



How many days does the cardholder have to approve all transactions after the statement date?

**Eight (8)**

Usually from the 16<sup>th</sup> through the 23<sup>rd</sup> of each month



# REVIEW OPEN STATEMENTS

**WELLS FARGO** Commercial Card Expense Reporting Help Close

Role: Cardholder Welcome **James Moore** Emulating **Barbara Hitchcock** [Exit Emulation](#)

**Charges — Manage Charges**

**▼ Manage Statements**  
**Review Open Statements**  
[View Cycle-to-Date](#)  
[View Previous Statements](#)

To filter items, select from the **Charge Type** drop-down menu. Select charges, and click one of the functions below. Click **Save** or **Statement Reviewed**.  
[Print](#)

Charges						
<a href="#">Select All</a>   <a href="#">Clear All</a>						
	Transaction Date	Posting Date	Merchant	Custom Fields	G/L Code	Receipt Attached Amount / Original Currency
1.	<input type="checkbox"/> 08/09/2014	08/11/2014	The Trane Company 08888325266, WI		5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/> 158.40 USD
Description: *						
2.	<input type="checkbox"/> 08/12/2014	08/13/2014	Baker Distributing #70 San Antonio, TX		5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/> 25.46 USD
Description: *						
3.	<input type="checkbox"/> 08/11/2014	08/13/2014	The Home Depot #6988 San Antonio, TX		5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/> 79.86 USD
Description: *						
<a href="#">Select All</a>   <a href="#">Clear All</a>						
<a href="#">Reclassify</a> <a href="#">Add Descriptions</a>						
Total Charges: 263.72 USD						

[Save](#) [Statement Reviewed](#)

Clicking the “Statement Reviewed” button alerts your approver that you have reviewed all transactions



# REVIEW OPEN STATEMENTS

Charges						
<a href="#">Select All</a>   <a href="#">Clear All</a>						
Transaction Date	Posting Date	Merchant	Custom Fields	G/L Code	Receipt Attached	Amount / Original Currency
1. <input type="checkbox"/>	08/09/2014	08/11/2014	The Trane Company 08888325266, WI	5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/>	158.40 USD
Description: *						
2. <input type="checkbox"/>	08/12/2014	08/13/2014	<u>Baker Distributing #70</u> San Antonio, TX	5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/>	25.46 USD
Description: *						
3. <input type="checkbox"/>	08/11/2014	08/13/2014	<u>The Home Depot #6988</u> San Antonio, TX	5301010 - M and R MaterialBldg/Imp	<input type="checkbox"/>	79.86 USD

- If a vendor transmits additional details with the transaction, the merchant name is red and underlined
- Select the merchant name to access the detail screen

Selected Charge			
Transaction Date:	08/11/2014	Posting Date:	08/13/2014
Merchant Name:	THE HOME DEPOT #6988	Merchant Type:	Home Supply Warehouse
Merchant City:	SAN ANTONIO	Merchant State / Province:	TX
Merchant Zip / Postal Code:	782230000	Debit / Credit:	Debit
Amount:	79.86 USD	GST:	
Sales Tax:	0.00 USD	PST / QST:	
Details			
Transaction ID:		323797818	
Item Information			
Addendum Sequence Number	Commodity Code	Description	Line Item Total
1.		HEAT/VENT LT	79.86 USD

Selected Charge			
Transaction Date:	08/12/2014	Posting Date:	08/13/2014
Merchant Name:	BAKER DISTRIBUTING #70	Merchant Type:	Plumbing and Heating Equipment
Merchant City:	SAN ANTONIO	Merchant State / Province:	TX
Merchant Zip / Postal Code:	782040000	Debit / Credit:	Debit
Amount:	25.46 USD	GST:	
Sales Tax:	0.00 USD	PST / QST:	

### Details



Transaction ID: 323797819

### Item Information

Addendum Sequence Number	Commodity Code	Description	Quantity	Unit of Measure	Line Item Total
1.	40000000	M905031	1	EA	25.46 USD



# VIEW CYCLE TO DATE

Charges						
<a href="#">Select All</a>   <a href="#">Clear All</a>						
	<a href="#">Transaction Date</a>	<a href="#">Posting Date</a>	<a href="#">Merchant</a>	<a href="#">Custom Fields</a>	<a href="#">G/L Code</a>	<a href="#">Receipt Attached</a> <a href="#">Amount / Original Currency</a>
1. <input type="checkbox"/>	08/22/2014	08/25/2014	Johnson Supply 14 SI Houston, TX		5402999 - UNCLASSIFIED PCARD CHARGES	<input type="checkbox"/> 192.54 USD
<a href="#">Description:</a> *						
2. <input type="checkbox"/>	09/04/2014	09/05/2014	Baker Distributing #70 San Antonio, TX		5402999 - UNCLASSIFIED PCARD CHARGES	<input type="checkbox"/> 23.98 USD
<a href="#">Description:</a> *						
<a href="#">Select All</a>   <a href="#">Clear All</a>						
<a href="#">Reclassify</a> <a href="#">Add Descriptions</a> <a href="#">Split &amp; Reclassify</a> <a href="#">Dispute</a> <a href="#">Copy Request</a>						
						Total Charges: 216.52 USD

## Action Buttons

(Please Note: it is not necessary to wait until end of the cycle!)

- **Reclassify** – allocate an entire transaction and add a description
- **Add Descriptions** – provide transaction details
- **Split and Reclassify** – divide a transaction between cost elements and add descriptions
- **Dispute** – dispute a transaction






# RECLASSIFY


1.

Transaction Date	Posting Date	Merchant	Receipt Image	Receipt Submitted ‡	Amount / Original Currency
10/02/2017	10/03/2017	Development Services 210-207-8375,TX		<input type="checkbox"/>	92.70 USD



  

General Ledger Code *	Description *	Unit
5402999 - UNCLASSIFIED PCARD CHAR 	<input type="text"/>	PARKS(2600)

COST CENTER	INTERNAL ORDER	WBS ELEMENT
2614030001 	<input type="text"/>	<input type="text"/>

BA	BA ABBRV	VERIFY CONTRACT
2600 	PARKS 	<input type="text"/>

Select VERIFY CONTRACT

Filter

Viewing 1 - 2 of 2 items

Value ▲	Value Name
DELIVERY REQ NOT MET	DELIVERY REQ NOT
ITEM NOT ON CONTRACT	ITEM NOT ON CONT

Click the icon(s) to choose the correct cost element(s)

Click the icon to reclassify the general ledger code

Enter a detailed business description

Note: Avoid special characters - < > % ; ( ) & + \ # ? { } ^ [ ] " ' "



# RECLASSIFY

Select General Ledger Code

Filter

Viewing 1 - 116 of 116 items

Code	Description
5201010	Council and Adv Board
5201020	Prof Service - Ease.
5201025	Education - Classes
5201030	Fees for Gov Contr.
5201040	Fees to Prof Contr.
5201041	Disposal Services
5201046	Computer Hardware
5201047	Computer Software Ma
5201048	Liquidity Fees
5201050	Local Services

Viewing 1 - 116 of 116 items

Select COST CENTER

Filter

Viewing 1 - 300 of 4765 items

Value	Value Name
0302060001	DETENTION CENTER
0601010001	ADMINISTRATION
1001010001	OFFICE OF DIRECTOR
1001010012	2012 RIVERVIEW FIRE
1001019999	CUTOVER USE ONLY
1001170001	TEMP SERV ADMIN
1001170002	CLERICAL POOL
1001180001	TEMPORARY SERVICES Y
1002010001	BENEFITS ADM-EB
1002010002	H.S.A. ER CONTRIB

Viewing 1 - 300 of 4765 items

Select INTERNAL ORDER

Filter

Viewing 1 - 300 of 1255 items

Value	Value Name
101000000001	D01GENERAL CITY COUNCIL
101000001001	D01GENERAL CITY COUNCIL
101000001002	D01RESTRICTED CITY COUN
101000002001	D02GENERAL CITY COUNCIL
101000002002	D02RESTRICTED CITY COUN
101000003001	D03GENERAL CITY COUNCIL
101000003002	D03RESTRICTED CITY COUN
101000004001	D04GENERAL CITY COUNCIL
101000004002	D04RESTRICTED CITY COUN
101000005001	D05GENERAL CITY COUNCIL

Viewing 1 - 300 of 1255 items

BEWARE! Sessions time out  
after 15 minutes of inactivity



Your CEO portal session will expire in 30 seconds.  
Press any key, or click anywhere on the screen to continue.



## DEFAULT CODING

- Site administrators assign default Cost Centers or Internal Orders to each cardholder
- Default GL for all transactions
  - **5402999** *UNCLASSIFIED PCARD CHARGES*
  - If GL is not updated on the “Reclassify” screen by the cardholder, reconciler, or approver, the department will be required to complete a Journal Entry in SAP to reclassify.



# ADD DESCRIPTION

**Descriptions**

Viewing 1 to 1 of 1 Items

1.	<b>Transaction Date</b>	<b>Posting Date</b>	<b>Merchant</b>	<b>Merchant Type</b>	<b>G/L Code</b>	<b>Amount / Original Currency</b>
	09/04/2014	09/05/2014	<a href="#">Baker Distributing #70</a> San Antonio, TX	Plumbing and Heating Equipment	5402999 - UNCLASSIFIED PCARD CHARGES	23.98 USD

**Description:**

**Save** [Cancel](#)

## “Description” is a REQUIRED Field

- Add a transaction description (up to 200 characters)
- Provide a business purpose for purchase
- Provide names of guests if applicable
- Adhere to company policy
- Avoid special characters



# SPLIT AND RECLASSIFY

Split Type: ☒ Amount ☐ Percentage [Add a Split](#)

1.	General Ledger Code *	Unit	Amount *
	5402999 - UNCLASSIFIED PCARD CHAR	PARKS(2600)	USD
Split Description *			
<div></div>			
COST CENTER 2614030001		INTERNAL ORDER BA ABBRV PARKS	WBS ELEMENT VERIFY CONTRACT

2.	General Ledger Code *	Unit	Amount *
	5402999 - UNCLASSIFIED PCARD CHAR	PARKS(2600)	USD
Split Description *			
<div></div>			
COST CENTER 2614030001		INTERNAL ORDER BA ABBRV PARKS	WBS ELEMENT VERIFY CONTRACT

Remaining Amount: 92.70 USD

[Save](#) [Delete](#)

- Divide and reallocate a transaction into multiple entries
- Split by amount or by percentage
- Select add to create a new row and begin the split process

# DISPUTE

[Return to Charges](#) — Cycle-to-Date

Select the **Dispute Type**, and enter the information. Enter the reason for the dispute and any steps you have taken to resolve the situation with the merchant in the **Dispute Description** box. Click **Submit**. Note: You can dispute a charge only up to 60 days after a transaction has been posted.

Cardholder Name: **CAMPBELL, MOLLY**  
Card Number: **xxxx-xxxx-xxxx-4372**

Selected Charge			
Transaction Date:	10/03/20	Posting Date:	10/04/20
Merchant:	Airlines SFO, CA	Merchant Type:	Crown Air
Merchant Reference Number:	950921473902361883	General Ledger Code:	738 - Travel Costs - Airfare
Amount / Original Currency:	132.80 USD		

**Dispute Details**

**i** If your card has been compromised due to fraud, or has been lost or stolen and you have not yet reported it, please contact the WellsOne® Service Center at 1-800-932-0036 immediately.

For all disputes, except for unauthorized transactions, you must first attempt to resolve the dispute with the merchant before you can dispute the transaction.

Dispute Type:

- ☐ **Unauthorized Transaction**  
I certify that the disputed transaction was not made by me or the person authorized by me to use the card, nor were the goods or services represented by this transaction received by me or a person authorized by me.
- ☐ **Duplicate Transaction**  
A single transaction has posted more than once.
- ☐ **Cancelled Transaction**  
I cancelled the transaction on
- ☐ **Incorrect Amount**  
A transaction for  posted on my statement as above.
- ☐ **Unrecognized Transaction**  
I do not recognize the transaction.

**Contact Information**

Please enter a phone number so that we may contact you in case we have any questions about this dispute.

Phone Number:

**Reason for Dispute**

Briefly describe the reason for this dispute, and include what steps you took to resolve this matter. If the dispute is a hotel or auto rental charge, please provide the **Merchant Cancellation Number**.

Dispute Description:

**Submit** **Cancel**

- Contact the vendor **FIRST** to try to get a refund or correction
- If unresolved after working directly with vendor, complete the online form
- Notify program administrator of dispute
- You have 60 days from the posting date to dispute a transaction
- Additional supporting information may be requested
- Call the service center if there are unrecognized transactions or suspected fraud

# COMPLETE YOUR REVIEW

The screenshot shows a web application interface for reviewing charges. At the top, there's a 'Charges' section with a 'Charge Type' dropdown set to 'All Transactions' and a 'Viewing 1 to 8 of 8 Items' indicator. Below this are two tabs: 'Charges' (selected) and 'Out-of-pocket Expenses'. A table lists two transactions:

	Transaction Date	Posting Date	Personal	Description	Amount / Original Currency
1.	03/02/20xx	03/03/20xx	<input type="checkbox"/>	Bought 1 computer server configura...	2,900.00 USD
2.	03/04/20xx	03/04/20xx	<input type="checkbox"/>	Hotel stay for 3-day conference in D...	1,000.50 USD

Below the table are buttons for 'Reclassify', 'Add Descriptions', 'Split & Reclassify', 'Dispute', and 'Copy Request'. At the bottom right, it says 'Total Charges: 4,904.23 USD'. A 'Confirm' dialog box is overlaid on the table, asking for confirmation to send an email to the approver. The dialog has 'OK' and 'Cancel' buttons. In the top right corner, there's a 'Statement Receipt Actions' dropdown menu with options 'Manage Statement Receipts' and 'View All Receipts (PDF)'. At the bottom left, there are buttons for 'Save', 'Statement Reviewed' (highlighted with a green dashed box), and 'Cancel'.

- Select "Statement Reviewed" and a message box appears indicating that an email will be sent to your approver
- Upload receipts via desktop or CEO mobile. To email or fax, select cover sheet option on the "Print" dropdown menu to print the cover sheet for this statement



# DESKTOP RECEIPT IMAGING

Manage Statement

[Review Open Statements](#)

[View Cycle-to-Date](#)


[View Historical Images](#)

[Reports](#)

[User Information](#)

To filter items, select from the **Charge Type** drop-down menu. Select charge transactions, and click a function. Click **Save** to continue.

**Statement Receipt Actions** | **Print**

★ Required Field  Add Receipt

Card Number: **XXXX-XXXX-XXXX-4372**

Reminder Period: **10/26/20** through **10/30/20**

Grace Period: **10/31/20** through **11/03/20**

**Charges**

Charge Type:

[View Pending Charges](#)

Viewing 1 to 3 of 3 Items

**Charges**

[Select All](#) | [Clear All](#)

	Transaction Date	Posting Date	
1.	<input type="checkbox"/> 10/03/20	10/04/20	
<b>Description:</b> *			
<b>AU AREA:</b> MRKT			
2.	<input type="checkbox"/> 10/03/20	10/04/20	
3.			

**Add Receipt**

☒ Upload new receipt

☐ Attach receipt uploaded from mobile or desktop





**Continue** **Cancel**

**Upload Receipt**

File must be in PDF, JPG, GIF, TIF, BMP, or PNG format and no larger than 5 MB in size.

File Name:  **Browse...**

**Upload** **Cancel**

	Receipt Submitted <b>†</b>	Amount / Original Currency
	<input type="checkbox"/>	22.98 USD
<b>ACCOUNTING CODE:</b> 588956		
	<input type="checkbox"/>	200.93 USD
<b>ACCOUNTING CODE:</b> 588956		
	<input type="checkbox"/>	132.80 USD
<b>ACCOUNTING CODE:</b> 588956		
<b>Total Charges:</b> <b>356.71 USD</b>		

Viewing 1 to 3 of 3 Items

**Save**

**†** - Select the Receipt Submitted checkbox if you submitted a receipt by fax or email, at the statement level, or using a system other than the Commercial Card Expense Reporting service.



# RECEIPT IMAGING COVER SHEET

Manage Statements  
Review Open Statements  
View Cycle-to-Date  
View Previous Statements  
View Historical Images  
Reports  
User Information

Statement Image ID: 53478592

Print

Statement Receipt Action | Print

Print Statement  
Print Cover Sheet

View Pending Charges

\*3739000600000601Z\*

\*534785920\*

\*20160925P\*

## Cover Sheet

To: Receipt Image Archive  
Fax: 844-879-XXXX  
E-mail: receipts@ccis.wellsfargo.com  
Date: 10/13/20  
Company: DEMO COMPANY SIX  
Statement Ending Date: 03/15/17  
Number of Pages Including Cover Sheet:

From: MORTGAGE CARDHOLDER

Total Charges: 356.71 USD

Comments:

Select the Receipt Submitted checkbox if you submitted a receipt by fax or email, at the statement level, or using a system other than the Commercial Card Expense Reporting service.

**Cover Sheet considerations:**  
**If emailing:**

- Individual attachments must be in the following formats: **PDF, JPG, GIF, TIF, BMP, or PNG**
- If you email a single attachment combining the Cover Sheets and receipts, it must be a **PDF**

**Receipts submitted using this method:**

- Cannot be attached to individual transactions
- Remain statement-level
- Can be accessed in the Statement Receipt Actions dropdown, "View All Receipts(PDF)"

# VIEWING RECEIPT IMAGES

**Manage Statements**

- Review Open Statements
- View Cycle-to-Date
- View Previous Statements
- View Historical Images
- Reports
- User Information

To filter items, select from the **Charge Type** drop-down menu. Select charge transactions, and click a function. Click **Save** to continue.

Required Field View Details Add Receipt

Card Number: xxxx-xxxx-xxxx-4372

Reminder Period: 10/26/20 through 10/30/20

Grace Period: 10/31/20 through 11/03/20

**Charges**

Select a statement period, and click **View** or **Download**.

Division: ABC DEMO COMPANY (7000)

**ABC DEMO COMPANY (7000) Statement Periods**

Viewing 1 to 3 of 3 Items

	Start Date ▼	
1. <input checked="" type="radio"/>	03/01/20xx	03/31/20xx
2. <input type="radio"/>	02/01/20xx	02/28/20xx
3. <input type="radio"/>	01/01/20xx	01/31/20xx

**View**

**Statement Receipt Actions**

- Manage Statement Receipts
- View All Receipts (PDF)

**Statement Receipt Actions**

Print

**Make your selections, and click View Receipts.**

Division: EASTERN (7001)

Statement Period: 03/01/20xx through 03/31/20xx

User Name: KLINE, JACK

Card Number: xxxx-xxxx-xxxx-8920

**Historical Images**

Charges: 4,906.23 USD

OOP: 82.00 USD

Total: 4,988.23 USD

Fax Cover Sheet Printed: 04/02/20xx 2:35 PM PT

Receipt Images Available: 04/02/20xx 3:38 PM PT

**View Receipts**

- View images by clicking the “View All Receipts (PDF)” link found under Statement Receipt Actions
- Print cover sheets for prior statements on the view previous statement screen
- View historical images for up to seven years via “view historical images”

# REPORTS

**Transaction Detail Report — Create Report**

Enter all required information, and click **Submit** You will receive an email when your report is ready.

**\* Required Fields**

Card Number: \*

Date Type: \* ☒ Transaction Date ☐ Posting Date

Date Range: Note: The starting date cannot be more than 36 months before today.  
 through  (mm/dd/yyyy)

Amount Range: **Start Amount(\$0000.00)** **End Amount(\$0000.00)**

G/L Status: \*

**Submit**

**View Declines**

The declines are displayed. For those with multiple cards who want to view the declines for another card, select from the **Card Number** drop-down menu.

Card Number:

**Declines**

Viewing 1 to 1 of 1 Items

Transaction Date	Merchant Name	Merchant Type	MCC Code	Amount	Decline Reason
1. 03/31/20xx	GENERAL STORE	Retail	1053	50.50 USD	Merchant excluded
2. 03/31/20xx	COMPUTER STORE	Retail	1053	2038.76 USD	Exceeds single transaction limit for account

- Run transaction reports with various filters
- You are notified via e-mail when the report is ready
- View declined transactions to determine the reason for the decline
- Declines do not appear in real time; they will be displayed within 48 hours



# PERSONAL PROFILE

<b>Manage Statements</b>	Unique ID: xxxxx6789
<b>Reports</b>	
<b>User Information</b>	
<b>Personal Profile</b>	

<b>Card Information</b>	
<b>Mailing</b>	
Address Type:	USA
Address Line 1:	111 SOLEDAD ST
Address Line 2:	SUITE 500
City:	SAN ANTONIO
State:	TX
Zip Code:	78205-2288
<b>Account Parameters</b>	
<b>Templates</b>	
Selected Template:	
<b>Limits</b>	
Daily Number of Transactions:	
Monthly Number of Transactions:	
Daily Dollar Limit:	0.00 USD
Monthly Credit Limit:	5,000.00 USD
Single Purchase Limit:	0.00 USD
Available Credit:	3,553.10 USD as of 09/13/2012 01:38 PM PT
Declining Balance:	No
Number of Months Active:	0

You can also contact the Business Purchasing Service Center 24/7 at 1-800-932-0036 to obtain available credit.

Billing address for online and phone orders

Click to retrieve current available credit



## CONTACT INFORMATION

- Wells Fargo - **1-800-932-0036**  
(keep readily available)
  - From outside of the United States call 1-612-332-2224
  - Call immediately if your card is lost, stolen or suspected missing
  - For immediate decline information
  - To access the automated voice response system for the following information:
    - Current balance
    - Available credit



# CEO MOBILE

## Via your mobile browser:

Go to <https://ceomobile.wellsfargo.com> or download the free **Wells Fargo CEO Mobile app** for iPhone/iPad or Android

## Mobile cardholders can:

- View pending and posted card charges
- Add and edit descriptions
- View available credit
- View declines
- Upload receipts

*Feature is optional at the cardholder's convenience*





## **NEXT STEPS**

Thank you for completing P-Card Training!

Complete the P-Card Test

